

FIG. 2

TITLE: PROGRAM AND METHOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR

INVENTORS: Toshitaka HASEGAWA et al. DOCKET NO.: 1095.1291

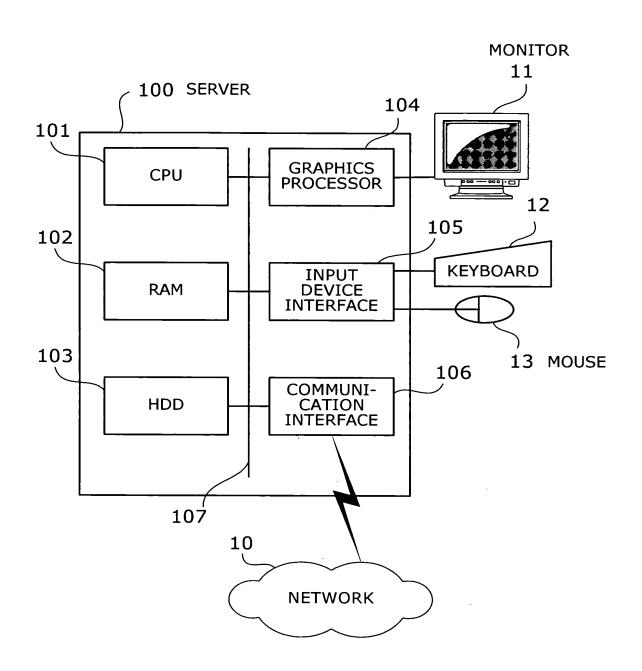
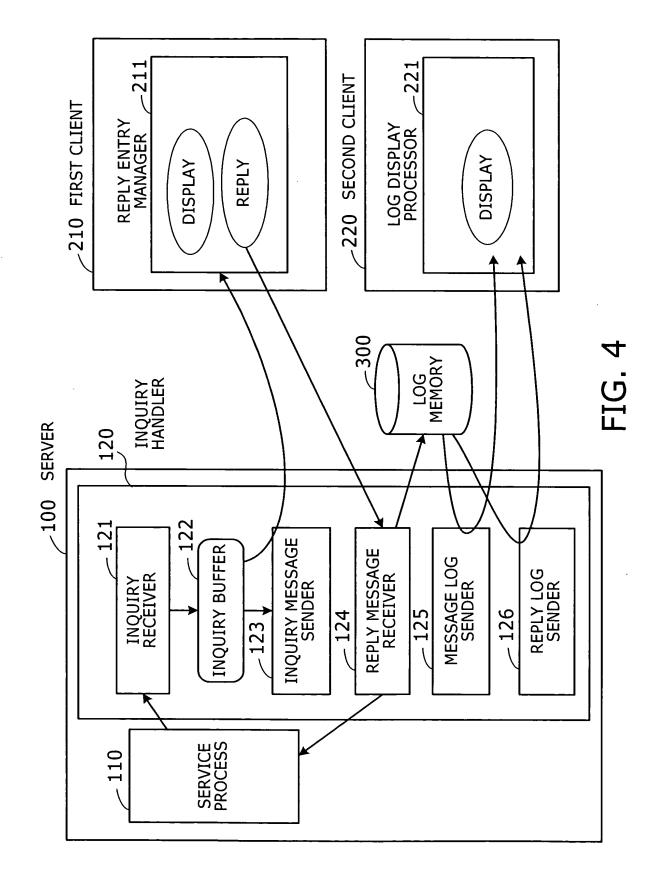


FIG. 3



TITLE: PROGRAM AND ME I'HOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR INVENTORS: Toshitaka HASEGAWA et al.

DOCKET NO.: 1095.1291 Drawings as filed November 26, 2003

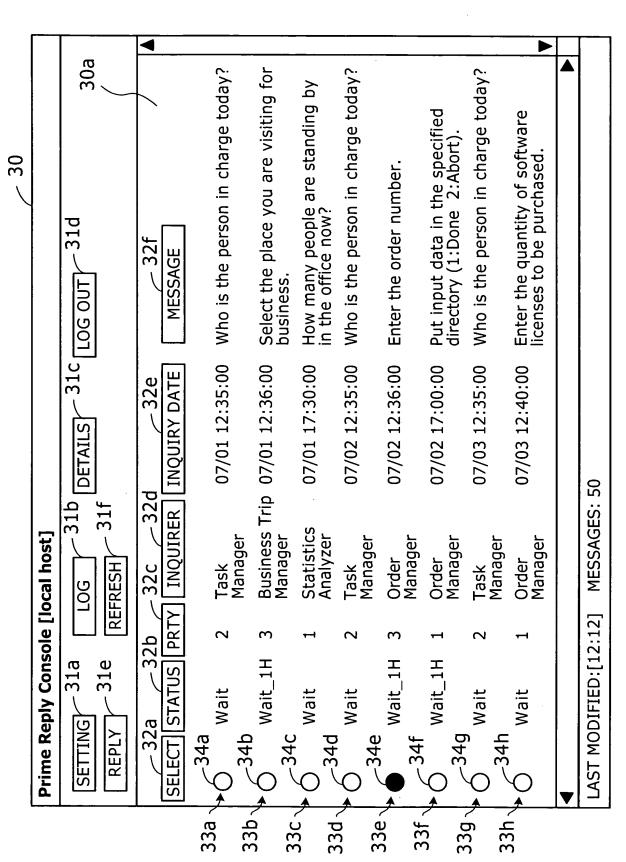


FIG. 5

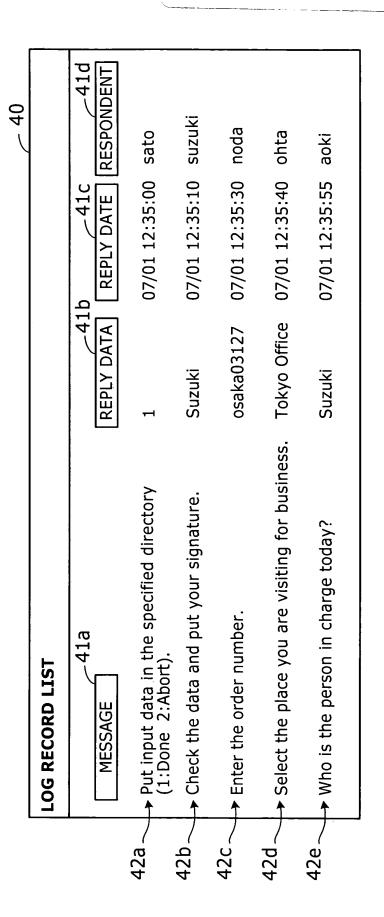
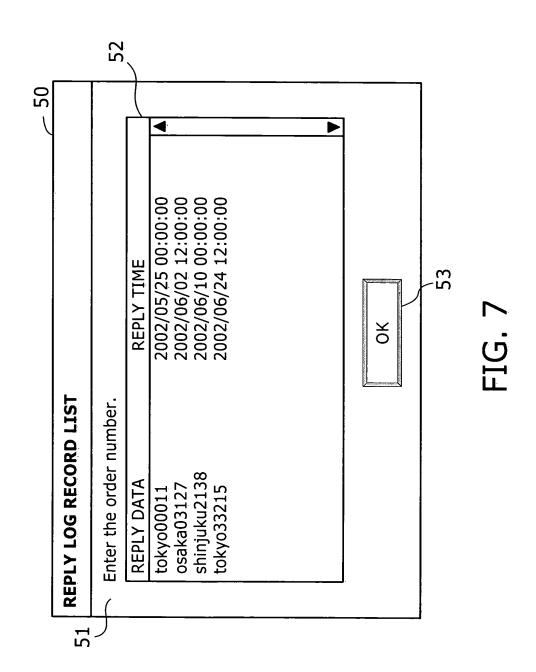
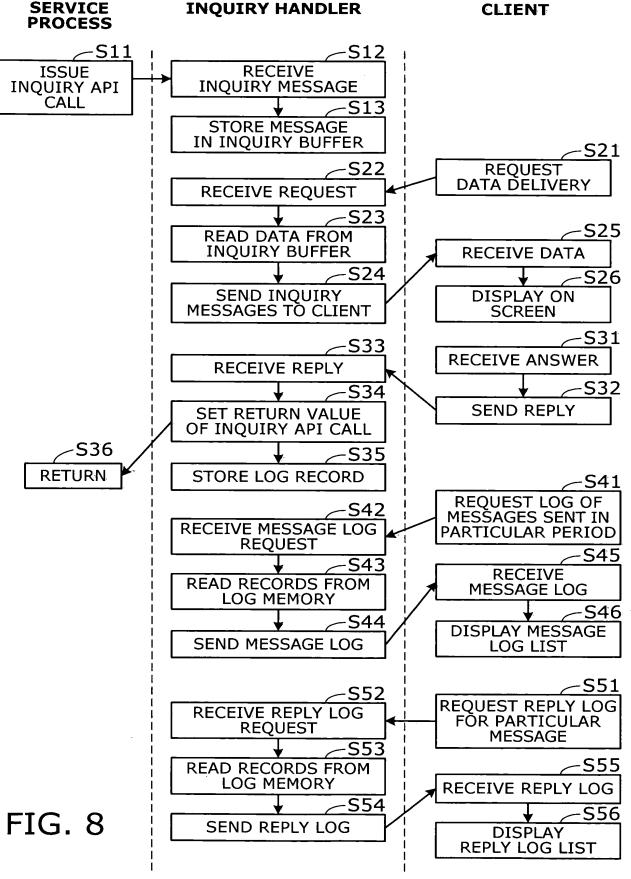
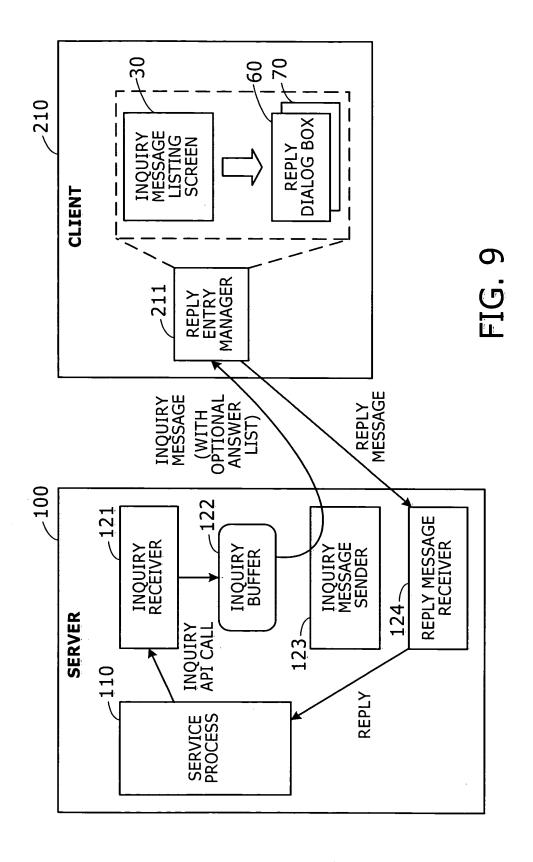


FIG. 6



TITLE: PROGRAM AND METHOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR INVENTORS: Toshitaka HASEGAWA et al. DOCKET NO.: 1095.1291 Drawings as filed November 26, 2003 **INQUIRY HANDLER CLIENT RECEIVE** INQUIRY MESSAGE STORE MESSAGE IN INQUIRY BUFFER S21 -S22 REQUEST DATA DELIVERY RECEIVE REQUEST S23 -S25 **READ DATA FROM** INQUIRY BUFFER RECEIVE DATA **S24** SEND INOUIRY DISPLAY ON MESSAGES TO CLIENT **SCREEN** S31 S33 RECEIVE ANSWER RECEIVE REPLY **S32** ~S34 SEND REPLY SET RETURN VALUE OF INQUIRY API CALL ·S35 STORE LOG RECORD REQUEST LOG OF MESSAGES SENT IN RECEIVE MESSAGE LOG PARTICULAR PERIOD REQUEST S45 RECEIVE READ RECORDS FROM MESSAGE LOG LOG MEMORY S46 ·S44 DISPLAY MESSAGE SEND MESSAGE LOG LOG LIST





REPLY DIALOG BOX FOR MULTIPLE-CHOICE SELECTION

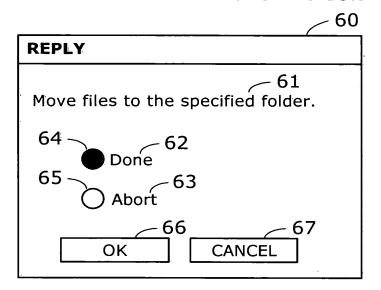
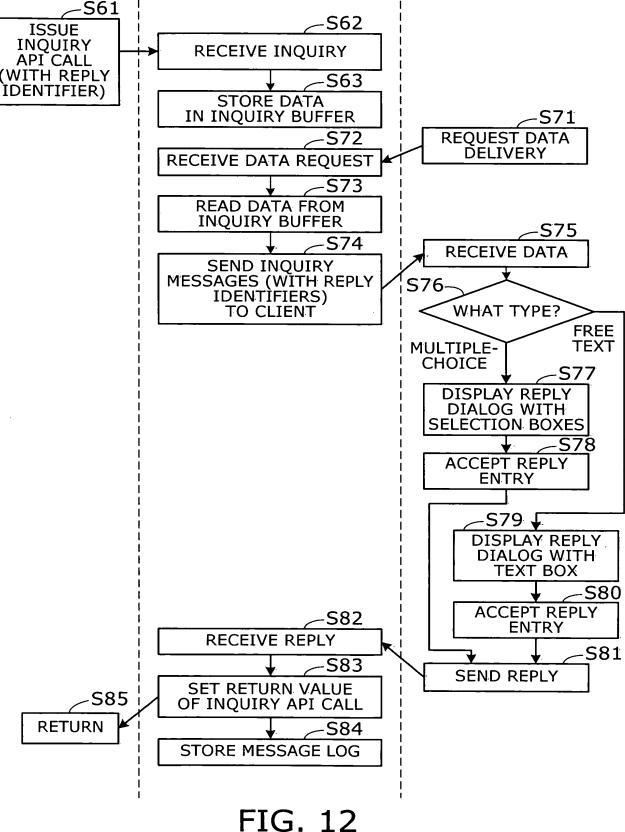


FIG. 10

REPLY DIALOG BOX FOR FREE TEXT INPUT 70
REPLY
Who is the person in charge today?
72
<i>-</i> 73 <i>-</i> 74
OK CANCEL

FIG. 11

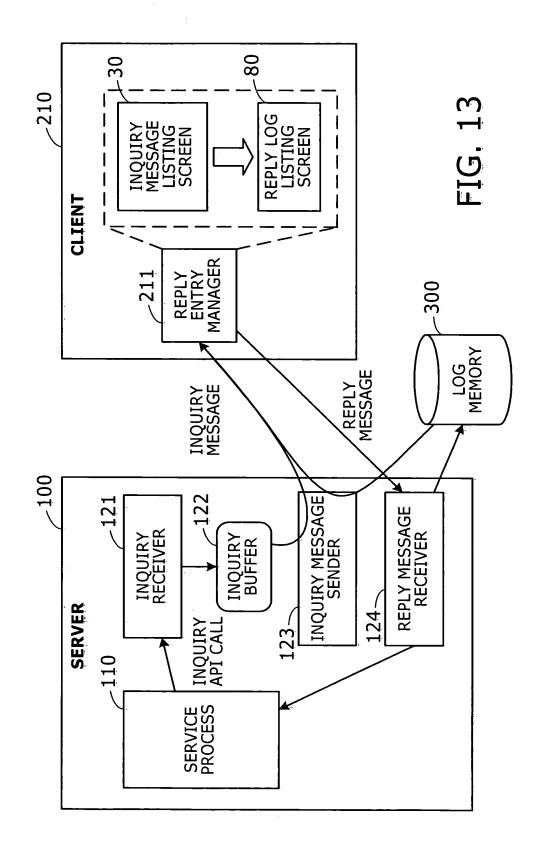
TITLE: PROGRAM AND METHOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR INVENTORS: Toshitaka HASEGAWA et al. **DOCKET NO.: 1095.1291** Drawings as filed November 26, 2003 **INQUIRY HANDLER CLIENT** ·S62 RECEIVE INQUIRY **S63** STORE DATA IN INQUIRY BUFFER S71 REQUEST DATA S72 DELIVERY RECEIVE DATA REQUEST -S73 READ DATA FROM **INQUIRY BUFFER S75 S74 RECEIVE DATA** SEND INQUIRY MESSAGES (WITH REPLY IDENTIFIERS) **S76** WHAT TYPE? TO CLIENT **FREE TEXT MULTIPLE-**CHOICE -S77 DISPLAY REPLY DIALOG WITH SELECTION BOXES **S78 ACCEPT REPLY ENTRY** S79 ↓ DISPLAY REPLY **DIALOG WITH**



SERVICE

PROCESS

TITLE: PROGRAM AND ME I HOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR INVENTORS: Toshitaka HASEGAWA et al. DOCKET NO.: 1095.1291



REPLY DIALOG BOX WITH PAST REPLY LIST

_ 80
REPLY
With which office will transactions take place today?
REPLY 82
West Branch Office
PAST REPLY LIST [click to copy into Reply box] 83
Tokyo Sales Office
Osaka Office West Branch Office
Hokuriku Office
New York Office
·
84 - 85
OK CANCEL

FIG. 14

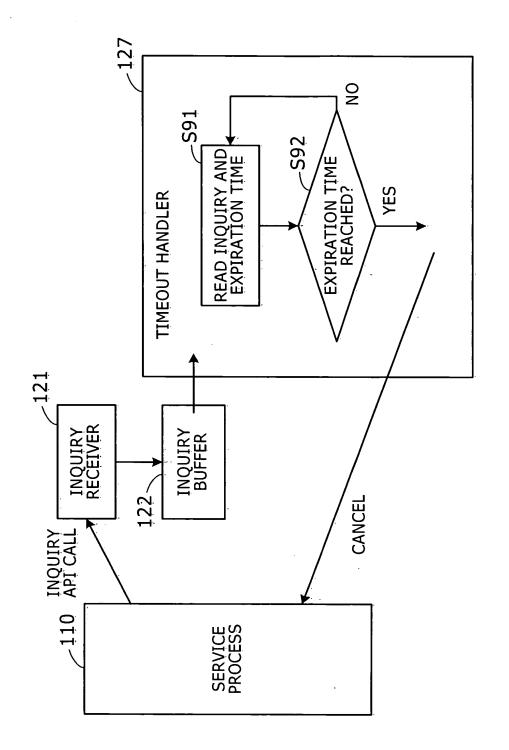


FIG. 15

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INVENTORS: NO.: DOCKET NO.: 1095.1291

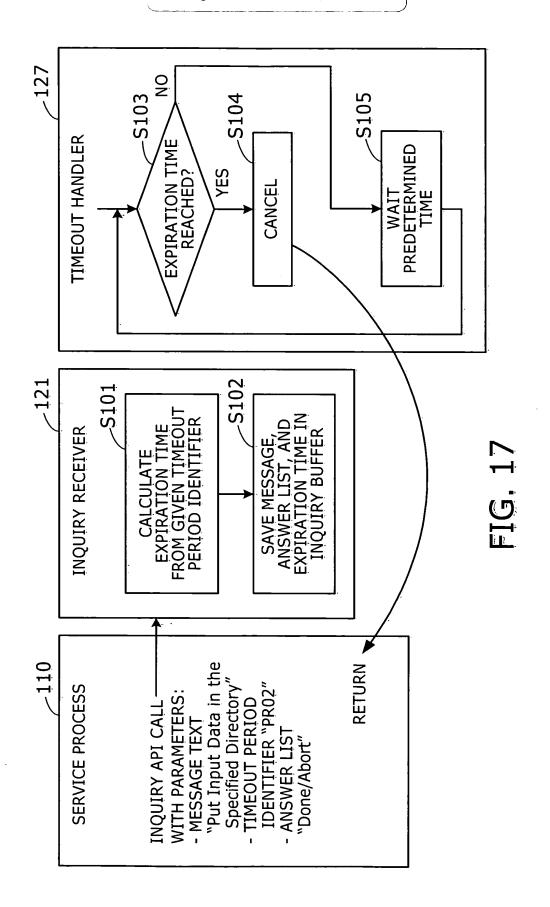
Drawings as filed November 26, 2003

TIMEOUT PERIOD TABLE

90

PRIO1 = 60 PRIO2 = 180 (60×3) PRIO3 = 360 (60×6) PRIO4 = 720 (60×12) PRIO5 = 1,080 (60×18) PRIO6 = 1,440 (60×24) PRIO7 = 2,880 (60×24×2) PRIO8 = 4,320 (60×24×3) PRIO9 = 10,080 (60×24×7)

FIG. 16



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INVENTORS: Toshitaka HASEGAWA et al. DOCKET NO.: 1095.1291

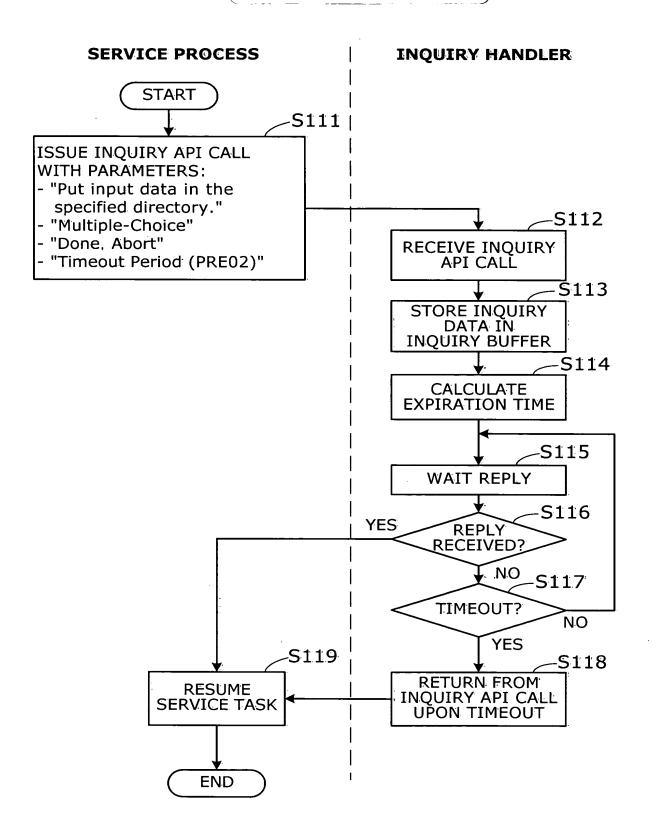


FIG. 18



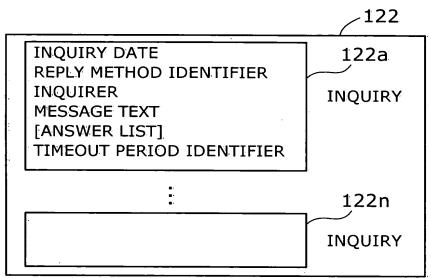


FIG. 19

TITLE: PROGRAM AND METHOD FOR SUPPORTING INQUIRIES FROM SERVER TO OPERATOR INVENTORS: Toshitaka HASEGAWA et al. DOCKET NO.: 1095.1291



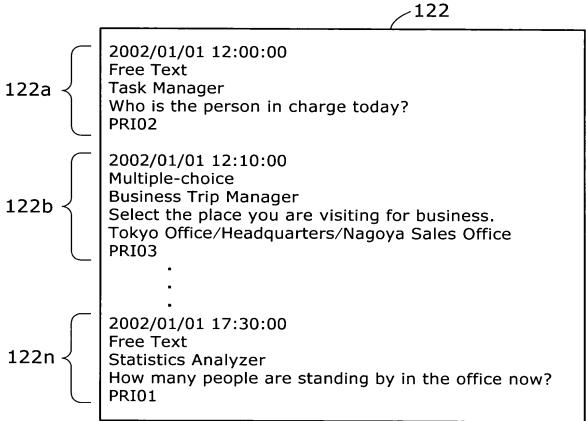


FIG. 20

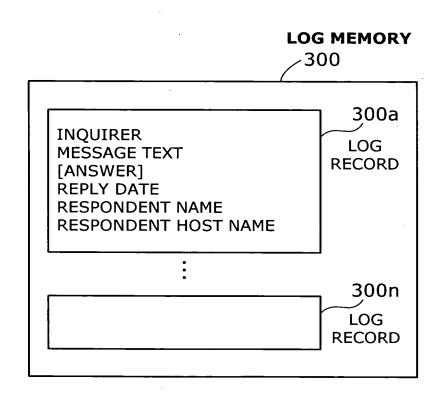


FIG. 21

LOG MEMORY

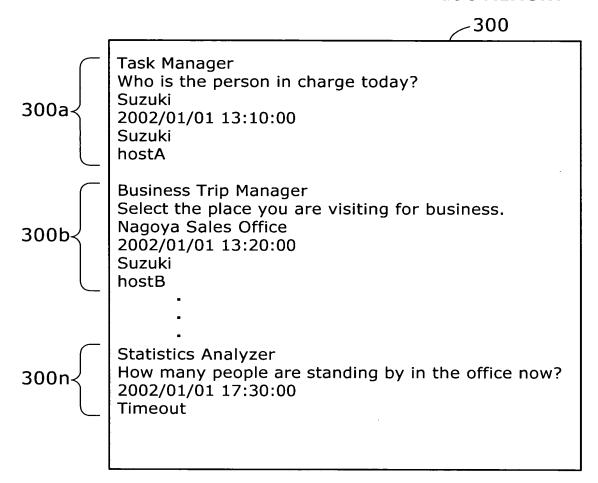
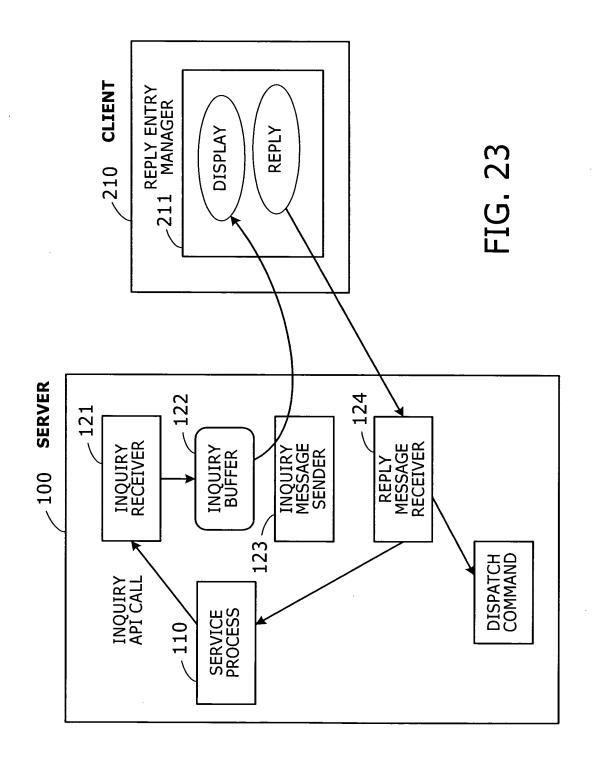


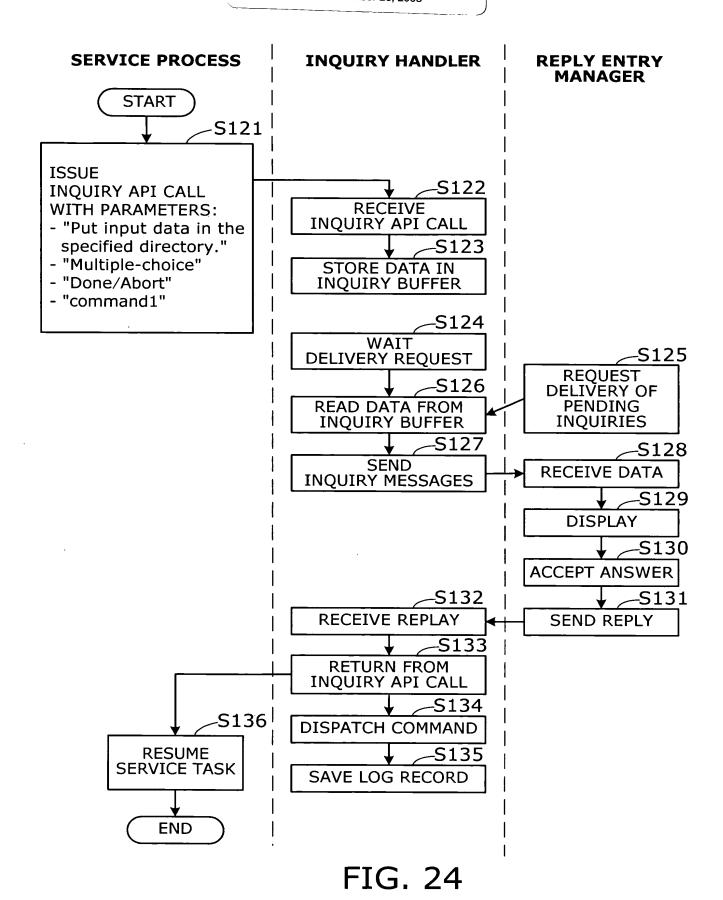
FIG. 22

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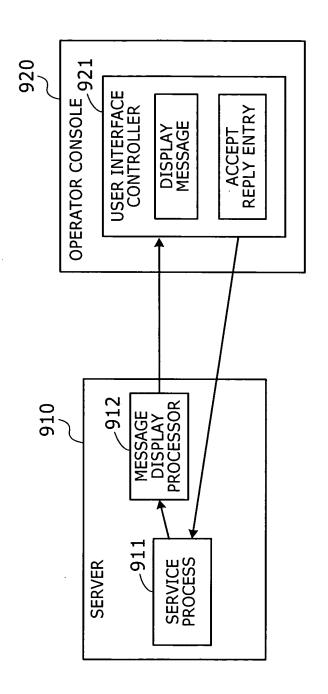


FIG. 25
PRIOR ART